

**Internal Quality Improvement Projects  
(IQIPs)  
Quarterly Status Report  
Medi-Cal Managed Care Division**

APRIL 30, 2002



# Internal Quality Improvement Projects (IQIPs)

## Quarterly Status Report

### Medi-Cal Managed Care Division

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# Internal Quality Improvement Projects (IQIPs) Quarterly Status Report

## Medi-Cal Managed Care Division

REPORTING PERIOD  
April 1, 1999 through March 31, 2002

### Introduction

This report documents evaluation by Health Services Advisory Group, Inc. (HSAG) of Internal Quality Improvement Project (IQIP) activity by 23 Medi-Cal managed care health plans during the period April 1, 1999 through March 31, 2002. This reporting period began when HSAG received the first IQIPs and continued through the end of the first quarter of this year. Future reports will document the activity for each quarter being covered. For this report, the terms *health plan* and *managed care plan* signify one of these 23 Medi-Cal managed care health plans contracted with the State of California Department of Health Services (DHS) and evaluated for IQIP activity by HSAG, the External Quality Review Organization (EQRO) for California.

In 1998, DHS revised the quality improvement contract requirements for Medi-Cal managed care health plans. This change came in response to recommendations by members of Quality Improvement (QI) Workgroups representing the health plans. As a result, the administrative burden on health plans was reduced and QI activity efforts became more focused.

Before this revision, health plans were required to conduct up to 11 IQIPs, the exact number depending on the health plan's contract type. HSAG reviewed these IQIPs retrospectively and submitted an annual report to DHS for each health plan. When the QI Workgroup changes became effective January 1, 1999, the number of IQIPs that health plans were required to conduct was decreased. The type of review process was also changed from retrospective to concurrent. As a result, each health plan is now required to submit a report to HSAG upon completion of each phase of each project.

The reporting process for HSAG was also changed. Previously, HSAG was required to complete one annual report for each health plan. Now HSAG must respond to each phase report that each health plan submits for each IQIP. HSAG must submit a copy of the response to the health plan and DHS. DHS responded to further recommendations by the QI Workgroups by reducing the number of IQIPs in the spring of 2000 to a maximum of four per health plan.

This report for the period April 1, 1999 through March 31, 2002 is the first quarterly report for the sixth contract year between HSAG and DHS. The health plans evaluated were required to conduct two clinical and two non-clinical IQIPs during the reporting time frame. One of the managed care plans, Kaiser Foundation Health Plan, Inc., elected to provide separate IQIPs for their Sacramento region and their San Diego region. As a result, the total number of managed care plans for the purposes of IQIPs was 24. The health plans were required to submit a total of 96 IQIPs during the reporting period. The actual number submitted was 124. One health plan, Maxicare, no longer has a contract with DHS.

The following table illustrates the total number of IQIPs initiated by each health plan from April 1, 1999 through March 31, 2002. Health plans with more than four IQIPs included in the table had discontinued some of their initial IQIPs and submitted replacement IQIPs. When a health plan chose to discontinue an IQIP, this information was conveyed to DHS, and the health plan was asked to submit in writing to DHS and HSAG the reasons for discontinuing the IQIP. A conference call with DHS, HSAG, and the health plan also took place as needed. DHS made the final decision to allow or not allow health plans to discontinue any IQIPs. Eleven health plans continued with their initial four IQIPs.

Health Plan Name	Number of IQIPs Initiated
Alameda Alliance for Health	7
Blue Cross	4
CalOPTIMA	4
Central Coast Alliance for Health	8
Community Health Group	4
Contra Costa Health Plan	5
Health Net	4
Health Plan of San Joaquin	4
Health Plan of San Mateo	6
Inland Empire Health Plan	5
Kaiser Foundation Health Plan, Inc. (Sacramento)	8
Kaiser Foundation Health Plan, Inc. (San Diego)	6
Kern Family Health Care	6
L.A. Care Health Plan	4
Maxicare	4
Molina Healthcare	6
Partnership Healthplan of California	4
San Francisco Health Plan	4
Santa Barbara Regional Health Authority	4
Santa Clara Family Health Plan	4
Sharp Health Plan	5
UCSD Health Plan	5
Universal Care	8
Western Health Advantage	5
<b>Total</b>	<b>124</b>

#### Number of IQIPs Submitted by Health Plan from 4/1/99 to 3/31/02

From August 2001 to March 2002, the IQIP review process was on hold. During that time period, 16 health plans submitted a total of 43 IQIP reports. These reports are currently undergoing review, with an expected completion date of April 30, 2002. The results of these reviews will be included in the next quarterly report.

## **IQIP Activity**

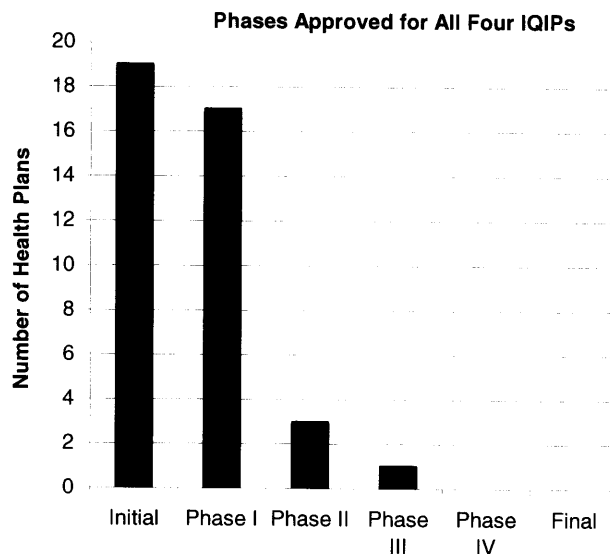
From 4/1/99 to 3/31/02, HSAG received a total of 594 IQIP reports, including those received while IQIPs were on hold. The reports submitted were phase completion reports, revised IQIPs in answer to HSAG's response to a phase completion report, or newly initiated IQIPs. With the exception of the 43 reports that were on hold, all reports were reviewed by HSAG and written

responses were sent to the health plan and DHS. The attached "IQIP Activity" table provides the submission dates, review dates, phase approval dates and the status for each IQIP submitted by each health plan from 4/1/99 to 3/31/02. Issues and comments regarding each health plan's performance on IQIPs are included in the section titled "Health Plan Performance". The following table includes the number of IQIPs that have been approved for each phase for each health plan as of 3/31/02. As the table illustrates, 90 Initial reports, 85 Phase One reports, 31 Phase Two reports, and 19 Phase Three reports had been approved by that date. Only two Phase Four reports had been approved as of 3/31/02, and no Final reports had been submitted or approved by that date.

Health Plan Name	Initial Report Approved	Phase One Report Approved	Phase Two Report Approved	Phase Three Report Approved	Phase Four Report Approved	Final Report Approved
Alameda Alliance for Health	4	4	1	0	0	0
Blue Cross	4	4	4	3	0	0
Cal OPTIMA	4	4	4	4	0	0
Central Coast Alliance for Health	4	3	0	0	0	0
Community Health Group	4	4	0	0	0	0
Contra Costa Health Plan	3	3	2	0	0	0
Health Net	4	4	4	2	0	0
Health Plan of of San Joaquin	4	4	0	0	0	0
Health Plan of San Mateo	4	4	0	0	0	0
Inland Empire Health Plan	3	3	3	3	0	0
Kaiser Foundation Health Plan, Inc. (Sacramento)	3	0	0	0	0	0
Kaiser Foundation Health Plan, Inc. (San Diego)	4	4	0	0	0	0
Kern Family Health Care	4	4	3	1	1	0
L.A. Care Health Plan	4	4	3	1	0	0
Maxicare	4	4	1	0	0	0
Molina Healthcare	4	4	2	2	0	0
Partnership Healthplan of California	4	4	0	0	0	0
San Francisco Health Plan	4	4	1	0	0	0
Santa Barbara Regional Health Authority	4	4	3	3	1	0
Santa Clara Family Health Plan	4	4	0	0	0	0
Sharp Health Plan	3	3	0	0	0	0
UCSD Health Plan	4	4	0	0	0	0
Universal Care	2	2	0	0	0	0
Western Health Advantage	4	3	0	0	0	0
<b>Total</b>	<b>90</b>	<b>85</b>	<b>31</b>	<b>19</b>	<b>2</b>	<b>0</b>

#### Number of IQIPs by Health Plan Approved for Each Phase as of 3/31/2002

The graph below illustrates the number of health plans that completed each phase for all four of their IQIPs from 4/1/99 – 3/31/02. Nineteen health plans had completed the Initial phase, and 17



health plans had completed Phase One for all four of their IQIPs as of 3/31/02. Three health plans had completed Phase Two for all four of their IQIPs, and one health plan had completed Phase Three for all four of their IQIPs. No health plan had completed Phase Four or the Final phase for all four of their IQIPs.

During the reporting period, the progression of IQIPs was impacted by the discontinuance of IQIPs. This also caused the number of completed IQIP phases to fluctuate as well. Health plans may have initially received approval for Initial and Phase One for an IQIP, only to discontinue the IQIP later on. For example, a health plan may have had four IQIPs approved for Initial and Phase One. If the health plan discontinued one of those IQIPs, the plan was left with only three IQIPs approved for Initial and Phase One. If that discontinued IQIP was also approved for Phase Two, then one less IQIP was approved for Phase Two, as well.

Timeliness of phase submissions was another factor that impacted the progression of IQIPs. For example, Santa Clara Family Health Plan received approval for Phase One for all four of their IQIPs on 4/28/00. No progress report or Phase Two report has been submitted since that time, despite repeated reminders having been sent to the health plan. Western Health Advantage has had an outstanding Phase One report for one of its IQIPs since 12/1/00. Western Health Advantage's other three IQIPs were approved for Phase One on 7/11/2000 and 12/1/2000. No Phase Two report or Progress report has been submitted, in spite of repeated reminders. In all, 16 health plans had issues with timely phase report submissions for one or more of their IQIPs. Some health plans submitted their Phase Two report, but it took more than a year following approval of Phase One to submit it. Other health plans received approval for Phase One more than a year ago, and have not submitted a Progress report or Phase Two report.

## Technical Assistance

From 4/1/1999 to 7/31/02, Health Services Advisory Group, Inc. provided 65 technical sessions to health plans to assist them with IQIP methodology. No technical assistance was provided to health plans during the time IQIPs were on hold, and no technical assistance had been provided as of 3/31/02. Future status reports will include the technical assistance provided during each quarter.

## IQIP Issues

The following paragraphs describe the overall issues encountered by phase during evaluation of IQIPs from 4/1/99 to 3/31/02. The majority of identified issues occurred during Initial and Phase One, because more health plans had difficulties understanding the process and requirements in the early stages of IQIPs.

### Phase One

- Existing Problem: Not quantifying the problem needing improvement
- Study Question: Study question/hypothesis not included or unclear
- Clinical Guidelines: Not included for clinical studies
- Timeline: Not submitting the timeline and/or not including key tasks/timelines for the required phases
- Indicators: Specifications for calculating indicators missing and/or unclear; denominator and/or numerator criteria missing or unclear; continuous enrollment criteria missing or unclear
- Codes: Industry standard/proprietary codes for identifying numerators/denominators missing or clarification needed; clarification needed as to the use of primary and secondary codes
- Study Population: Study population unclear and/or not identified; relevance of study to Medi-Cal population unclear; clarification needed concerning including adequate representation of each county's population for a health plan with more than one contract; size of study population not included; health plan's ability to impact not clear or described
- Methodology: Data sources not described; methodology to be used (hybrid vs. administrative vs. survey) not described or unclear; not identifying what qualifies as a numerator positive event; not including the dates of service to be studied; remeasurement plan not included and or not consistent with baseline measurement; sampling methodology not included
- Data Collection: Data collection tools not included; sample size not included or not clear; process of data validation not described or unclear; not describing qualifications/training for in-plan and/or vendor abstractors
- Performance Goals/Benchmarks: Not included, sources not identified, or included but not realistic
- Confidentiality: Process/policy for maintaining confidentiality not included



- Communication: Audience to whom study findings were to be communicated not included or unclear

#### **Phase Two**

- Data Collection Timeframe: The time period that data collection occurred not included
- Dates of Service Studied: The dates of service for which data was collected not included
- Data Collection Issues: Issues that impacted the data collection process not included; steps to resolve and results not included
- Data Collection Tool: Criteria for completing the data collection tool not included; exclusion criteria not included
- Medical Record Abstraction: Qualifications and training of abstractors not included
- Data Validation: Data validation process and results not included

#### **Phase Three**

- Data Analysis: Study results not delineated for each county; clarification needed regarding baseline analysis results and perceived problem; role of study partner in data analysis unclear; clarification needed regarding rates/analysis; baseline data analysis results not presented clearly; clarification needed regarding possible changes in methodology, interpretation of findings missing or unclear
- Limitations/Barriers: Study limitations/barriers not included
- Comparative Analysis: Comparison of health plan findings to local, regional and national results not included, or statement that no comparison available not included
- Interventions: Timeline for action plan not included; review and approval of action plan by Quality Committee not included

#### **Phase Four**

- Data Analysis: Remeasurement analysis/calculations unclear

## **Health Plan Performance**

Based on the issues identified above, the following paragraphs outline the overall performance of each health plan with respect to IQIPs. Any issues that occurred in all of a health plan's IQIPs are described.

### **Alameda Alliance for Health (AAH)**

AAH discontinued three non-clinical IQIPs during the reporting period. They had difficulty quantifying the problem needing improvement, missing or unclear criteria for numerators and denominators, and issues regarding identification of numerator event qualifiers. In addition, their description of their remeasurement plan did not clearly demonstrate that remeasurement would be consistent with baseline methodology. Other issues AAH had were missing or unclear timeline key tasks and due dates, not describing communication of results and how

confidentiality was to be maintained. AAH progressed to Phase Two for only one IQIP during the reporting period.

### **Blue Cross of California (Blue Cross)**

Blue Cross maintained their initial four IQIPs throughout the reporting period. Their main issues with Initial and Phase One were missing or unclear criteria for numerators and denominators and not clearly demonstrating in their remeasurement plan that remeasurement would be consistent with baseline methodology. Blue Cross completed Phase Three for three of their four IQIPs during the reporting period, and had no issues consistent across IQIPs for either Phase II or Phase III.

### **CalOPTIMA**

CalOPTIMA maintained their initial four IQIPs throughout the reporting period. Their main issues with Initial and Phase One were not quantifying the problem needing improvement, missing or unclear criteria for numerators and denominators and not clearly demonstrating in their remeasurement plan that remeasurement would be consistent with baseline methodology. CalOPTIMA completed Phase Three for all four of their IQIPs during the reporting period. There were no issues consistent across IQIPs with Phase Two. For Phase Three, limitations/barriers were not included and a timeline for implementing their action plan was not included. Also, they did not include description of the review and approval of the action plan by the Quality Committee.

### **Central Coast Alliance for Health (CCAH)**

CCAH underwent staffing changes twice during the reporting period and replaced their Medical Director once. They discontinued one clinical and two non-clinical IQIPs and split another clinical IQIP into two separate IQIPs. CCAH obtained approval from DHS to conduct three clinical and one non-clinical IQIP. They had multiple issues with Initial and Phase One, and CCAH progressed to Phase Two for only one of their IQIPs. Issues included:

- Unclear project question/hypothesis
- Not quantifying the problem needing improvement
- Not including clinical guidelines for clinical IQIPs
- Missing or unclear timeline key tasks and due dates
- Missing clarification needed for standard industry/proprietary codes used to identify numerators and denominators
- Indicators not submitted or unclear
- Specifications for calculating indicators missing or unclear
- Denominator/numerator criteria missing or unclear
- Data sources not described
- Methodology (hybrid vs. administrative vs. survey) unclear
- Sampling methodology unclear
- Not describing communication of results and how confidentiality was to be maintained

**Community Health Group (CHG)**

CHG maintained their four initial IQIPs during the reporting period but did not progress to Phase Two for any of their IQIPs. They also had multiple Initial and Phase One Issues, including:

- Performance goals/benchmarks missing or unclear
- Timeline not submitted and/or key tasks/due dates unclear
- Standard industry codes for identifying numerators and denominators missing
- Specifications for calculating indicators missing or unclear
- Denominator/numerator criteria missing or unclear
- Population size not included
- Data sources not described
- Dates of service to be studied missing or unclear
- Remeasurement plan not included or unclear
- Process for data validation missing or unclear

**Contra Costa Health Plan (CCHP)**

CCHP progressed to Phase Two for all four of their IQIPs during the reporting period, but they discontinued one of their non-clinical IQIPs following Phase Two. Their issues occurred with Initial and Phase One, and there were no issues consistent across IQIPs for Phase Two. CCHP issues included:

- Difficulty quantifying the problem needing improvement
- Not including clinical guidelines
- Missing or unclear performance goals/benchmarks
- Missing timeline and/or key tasks/due dates unclear
- Indicators not submitted or unclear
- Specifications for calculating indicators missing or unclear
- Remeasurement plan not included or unclear
- Data validation process missing or unclear
- Process/policy for maintaining confidentiality missing

**Health Net**

Health Net maintained their initial four IQIPs throughout the reporting period and progressed to Phase Three, which was approved for two of their four IQIPs. For Initial and Phase One, Health Net's issues were:

- Not quantifying the problem needing improvement
- Missing or unclear performance goals/benchmarks
- Missing or unclear timeline key tasks/due dates
- Indicators missing or unclear
- Specifications for calculating indicators missing or unclear
- Size of population not included
- Data validation process missing or unclear

- Process/policy for maintaining confidentiality not included
- Communication of study findings not included.

For Phase Two, Health Net did not describe issues that impacted the data collection process or state that there were none. Issues with Phase Three included:

- Clarification lacking regarding baseline analysis results
- Comparative analysis not included
- Limitations/barriers not included
- Action plan implementation timeline not included

### **Health Plan of San Joaquin (HPSJ)**

HPSJ maintained their initial four IQIPs during the reporting period and progressed to Phase II for three of their four IQIPs. The director of the quality department was consistent throughout the reporting period, but there were changes in the staff responsible for IQIPs. With Initial and Phase One, HPSJ had problems with:

- Missing or unclear performance goals/benchmarks
- Missing timeline
- Indicators not submitted or unclear
- Specifications for calculating indicators missing or unclear
- Denominator/numerator criteria missing or unclear
- Remeasurement plan missing or unclear
- Sample size not included
- Process/policy for maintaining confidentiality not included
- Communication of study findings not included

For Phase Two, HPSJ had the following issues:

- Sample selection process missing or needing clarification
- Abstractor qualifications/training not included
- Criteria for completing data collection tool missing or unclear or the tool was inappropriate for collecting the data
- Process/results of data validation not included

### **Health Plan of San Mateo (HPSM)**

HPSM discontinued two non-clinical IQIPs during the reporting period and progressed to Phase Two for their two clinical IQIPs. HPSM's issues with Initial and Phase One were:

- Missing or unclear performance goals/benchmarks
- Missing timeline
- Indicators not submitted or unclear
- Specifications for calculating the indicators missing or unclear
- Size of population not included
- Methodology (hybrid vs. administrative vs. survey) missing or unclear

- Remeasurement plan missing or unclear
- Data collection tools not included
- Data validation process missing or unclear
- Process/policy for maintaining confidentiality not included
- Communication of study findings not included

Dates of service studied and data collection timeframe were missing in HPSM's Phase Two reports.

### **Inland Empire Health Plan (IEHP)**

IEHP obtained approval from DHS to conduct three clinical IQIPs and one non-clinical IQIP. They discontinued one non-clinical IQIP during the reporting period and progressed through Phase Three for their remaining IQIPs. IEHP had few issues with Initial and Phase One, and no issues were consistent across all IQIPs for Phase Two and Phase Three. The Initial and Phase One issues were:

- Not quantifying the problem needing improvement
- Not describing their data collection methodology
- Remeasurement plan did not clearly demonstrate that remeasurement would be consistent with baseline methodology

### **Kaiser Foundation Health Plan, Inc., Sacramento (Kaiser)**

Kaiser discontinued two clinical and two non-clinical IQIPs during the reporting period and did not progress beyond Phase One for any of their IQIPs. There were several changes in staff responsible for IQIPs, although the main contact remained consistent throughout the reporting period. There were multiple issues with Initial and Phase One across all IQIPs. These issues were:

- Not quantifying the problem needing improvement
- Unclear clinical guidelines
- Performance goals/benchmarks missing or unclear
- Missing or unclear timeline key tasks/due dates
- Indicators not submitted or unclear
- Specifications for calculating indicators missing or unclear
- Size of population not included
- Dates of service being studied not included or unclear
- Remeasurement plan not included or unclear or didn't demonstrate consistency with baseline methodology
- Sampling methodology not included or unclear
- Data collection tools not included
- Data validation process missing or unclear
- Process/policy for maintaining confidentiality not included

**Kaiser Foundation Health Plan, Inc., San Diego (Kaiser SD)**

Kaiser SD also had several changes in staff responsible for IQIPs, as well as main contact staffing changes. They discontinued one clinical and one non-clinical IQIP during the reporting period, and did not progress beyond Phase One for any of their IQIPs. They also had multiple issues with Initial and Phase One, including:

- Project question/hypothesis not included
- Not quantifying the problem needing improvement, or stating a problem exists but not quantifying the significance of the problem
- Clinical guidelines not included
- Performance goals/benchmarks missing or unclear
- Missing or unclear timeline key tasks/due dates
- Indicators not submitted or unclear
- Specifications for calculating the indicators missing or unclear
- Size of population not included
- Dates of service being studied not included or unclear
- Remeasurement plan not included or unclear
- Sampling methodology not included or unclear
- Data collection tools not included
- Data validation process missing or unclear
- Qualifications/training of abstractors missing
- Process/policy for maintaining confidentiality not included
- Communication of study findings not included

**Kern Family Health Care (KFHC)**

KFHC discontinued two non-clinical IQIPs during the reporting period. They progressed to Phase IV on one clinical IQIP. They have also progressed to Phase III on their other clinical IQIP and one of their non-clinical IQIPs. With Initial and Phase One, KFHC had issues with:

- Not quantifying the problem needing improvement
- Missing clinical guidelines
- Unclear or missing performance goals/benchmarks
- Missing project timeline
- Indicators not submitted or unclear
- Denominator/numerator criteria missing or unclear
- Size of population not included
- Remeasurement plan missing or unclear
- Sample size not included
- Data collection methodology not included
- Data validation process missing or unclear
- Process/policy for maintaining confidentiality not included
- Communication of study findings not included

With Phase Two, the data validation process/results were not included. There were no issues identified across IQIPs for Phase Three and Phase Four.

### **L.A. Care Health Plan (L.A. Care)**

L.A. Care maintained their initial four IQIPs throughout the reporting period and progressed to Phase Two for three IQIPs and Phase Three for one IQIP. There were no issues consistent across IQIPs for Phase Two and Phase Three. Issues identified during Initial and Phase One included:

- Not quantifying the problem needing improvement
- Industry standard/proprietary codes used to identify numerators and denominators not included
- Indicators not submitted or unclear
- Size of population not included
- Remeasurement plan not included or unclear
- Sampling methodology not included or unclear
- Data collection tools not included
- Communication of study findings not included

### **Maxicare**

Maxicare's contract with DHS was terminated during the reporting period. They maintained their initial four IQIPs until their contract was terminated and progressed to Phase Two for one clinical IQIP. Issues for Initial and Phase One included:

- Not quantifying the problem needing improvement
- Ability to impact improvement missing or unclear
- Population to be studied unclear and/or relevance to the Medi-Cal population unclear
- Performance goals/benchmarks missing or unclear
- Timeline key tasks/due dates missing or unclear
- Industry standard codes for identifying denominators/numerators not included
- Indicators not submitted or unclear
- Specifications for calculating indicators not included or unclear
- Continuous enrollment criteria missing or unclear
- Denominator/numerator criteria missing or unclear
- Data sources not included
- Methodology (hybrid vs. administrative vs. survey) missing or unclear
- Remeasurement plan missing or unclear, or not consistent with baseline methodology
- Sampling methodology not included or unclear
- Data collection tools not included
- Data validation process missing or unclear
- Process/policy for maintaining confidentiality not included

**Molina Healthcare (Molina)**

Molina discontinued two non-clinical IQIPs during the reporting period. They progressed to Phase IV for their clinical IQIPs and Phase Three for their non-clinical IQIPs. Initial and Phase One issues included:

- Missing timeline key tasks/due dates
- Specifications for calculating indicators missing or unclear
- Size of population not included and adequate representation of each county's population unclear
- Data sources not included
- Remeasurement plan not included or unclear
- Data collection tools not included
- Data validation process missing or unclear
- Abstractor qualifications/training not included
- Process/policy for maintaining confidentiality not included

**Partnership Healthplan of California (PHC)**

PHC maintained their initial four IQIPs throughout the reporting period. They completed Phase One in April and July of 2000, and in August of 2001 they submitted Phase Two through Phase Four reports for all but one of their IQIPs. For the remaining IQIP, they submitted Phase Two through Phase Three. All of these reports were on hold until March of 2002 and are pending review, so no issues have been identified to date for Phases Two through Four. For Initial and Phase One, the following issues were identified: timeline key tasks/due dates not included and their remeasurement plan didn't demonstrate consistency with baseline methodology.

**San Francisco Health Plan (SFHP)**

SFHP maintained their initial four IQIPs throughout the reporting period and progressed to Phase Two on one of their clinical IQIPs. Phase Two and Three reports were received in November of 2001 for their remaining IQIPs. Review of these reports was on hold until March 2002 and they are still pending review. Therefore, no issues have been identified across all IQIPs to date for Phases Two and Three. Initial and Phase One issues included:

- Performance goals/benchmarks missing or unclear
- Indicators not submitted or unclear
- Remeasurement plan not included or unclear
- Data collection tools not included
- Data validation process not included or unclear
- Process/policy for maintaining confidentiality not included
- Communication of study findings not included



**Santa Barbara Regional Health Authority (SBRHA)**

SBRHA maintained their initial four IQIPs throughout the reporting period and received approval for Phase Four for one of their clinical IQIPs and Phase Three for one of their non-clinical IQIPs. Their other IQIPs have progressed beyond Phase Two as well. SBRHA received approval from DHS to extend for one year their clinical IQIP that had progressed to the Final phase. There were no issues identified across IQIPs for Phase Two; and for Phase Three, SBRHA was missing the implementation timeline for their action plan. For Initial and Phase One, they had the following issues:

- Not quantifying the problem needing improvement
- Remeasurement plan not demonstrating consistency with baseline methodology
- Data collection tools not included
- Abstractor qualifications/training not included
- Process/policy for maintaining confidentiality not included
- Communication of study findings not included

**Santa Clara Family Health Plan (SCFHP)**

SCFHP maintained their initial four IQIPs throughout the reporting period, but they have not progressed beyond Phase One for any of their IQIPs and have not submitted any reports since March of 2000. The following issues were identified for Initial and Phase One:

- Not quantifying the problem needing improvement
- Unclear clinical guidelines
- Indicators not submitted or unclear
- Data sources not included
- Numerator positive qualifier not defined
- Remeasurement plan not included or unclear
- Data collection tools not included
- Data validation process missing or unclear
- Abstractor qualifications/training not included
- Process/policy for maintaining confidentiality not included
- Communication of study findings not included

**Sharp Health Plan (SHP)**

SHP discontinued one non-clinical IQIP during the reporting period. They also changed the person responsible for IQIPs twice, although the main contact person remained consistent throughout the reporting period. They progressed to Phase Three for one of their clinical IQIPs. Issues identified for Initial and Phase One included:

- Unclear project question/hypothesis
- Not quantifying the problem needing improvement
- Performance goals/benchmarks missing or unclear
- Timeline key tasks/due dates missing or unclear
- Size of population not included

- Remeasurement plan not included or unclear
- Data validation process missing or unclear
- Abstractor qualifications/training not included
- Process/policy for maintaining confidentiality not included
- Communication of study findings not included

### **UCSD Health Plan (UCSD)**

UCSD discontinued one clinical IQIP during the reporting period and did not progress beyond Phase One for three of their IQIPs, although progress reports and revised timelines were submitted during the time IQIPs were on hold. A Phase Two report was also submitted during this time for one of their clinical IQIPs. UCSD also experienced some staff turnover during the reporting period. They had the following issues with Initial and Phase One:

- Not quantifying the problem needing improvement
- Performance goals/benchmarks not included or unclear
- Timeline key tasks/due dates not included or unclear
- Indicators not submitted or unclear
- Remeasurement plan not included or unclear
- Data validation process missing or unclear
- Process/policy for maintaining confidentiality not included

### **Universal Care**

Universal Care discontinued four non-clinical IQIPs during the reporting period. Phase Two and Phase Three reports were pending approval for their two clinical IQIPs. Their Initial and Phase One reports on their new non-clinical IQIPs were also pending approval. There were numerous issues identified during review of their Initial and Phase One reports, including:

- Unclear relevance to the Medi-Cal population
- Clinical guidelines not included
- Performance goals/benchmarks not included or unclear
- Timeline missing or key tasks/due dates not included
- Industry standard/proprietary codes for identifying denominators/numerators missing
- Indicators not submitted or unclear
- Specifications for calculating indicators missing or unclear
- Denominator/numerator criteria missing or unclear
- Data sources not included
- Dates of service to be studied not included or unclear
- Remeasurement plan not included or unclear
- Sampling methodology not included or unclear
- Data collection tools not included
- Data validation process missing or unclear
- Abstractor qualifications/training not included
- Process/policy for maintaining confidentiality not included

- Communication of study findings not included

### **Western Health Advantage (WHA)**

WHA discontinued one IQIP during the reporting period and did not progress beyond Phase One for any of their IQIPs. In addition, one of their non-clinical IQIPs has been pending health plan response since December 2000, and no reports have been submitted for their other IQIPs since June and October of 2000. Initial and Phase One issues were:

- Clinical guidelines not included
- Timeline key tasks/due dates not included
- Indicators not submitted or unclear
- Specifications for calculating indicators missing or unclear
- Dates of service to be studied not included or unclear
- Remeasurement plan not included or unclear
- Data validation process missing or unclear

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							Approved	Report	Approved	Report	Approved	Report	Approved	Report	Approved	Report	
Alameda Alliance for Health	Improvement in Childhood Immunization Rate	Child Immunizations	C	Yes	05/05/99	06/16/99											Phase II App
					11/24/99	12/14/99	12/14/99										
					03/20/00	04/17/00		04/17/00									
					11/10/00	12/12/00				12/12/00							
	Reduction of Inpatient Admission and ER Utilization by Pediatric Members with Asthma	Child Asthma	C	No	05/05/99	06/16/99	06/16/99										Phase I App
					11/29/99	12/03/99											
					03/08/00	03/08/00											
					03/20/00	04/17/00											
					11/10/00	12/12/00		12/12/00									
	Emergency Room Utilization	Miscellaneous	NC	No	10/01/99	10/25/99											Discontinued 11/15/99
	Improving Satisfaction by Improving Specialty Authorizations (Name Changed)	Access to Care	NC	No	10/01/99	10/25/99	10/25/99										Discontinued 10/19/00
					11/30/99	03/08/00											
					03/20/00	04/17/00											
	Improvement in Rate of Missed and Broken Appointments	Missed Appointments	NC	No	11/30/99	12/14/99											Discontinued 3/8/00

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<b>Alameda Alliance for Health Con't</b>	Improvement of Cultural Competency of Prenatal Care	Cultural & Linguistic	NC	No	10/13/00	11/17/00							Phase I App
					01/04/01	02/22/01	02/22/01	02/21/01					
	Improving Preventive Care and Awareness of Children with Special needs	Continuity of Care	NC	No	11/10/00	12/12/00							Phase I App
					11/10/00 07/17/01	01/08/01 08/16/01	01/08/01	08/16/01					
<b>Blue Cross of California</b>	Asthma Quality Improvement Study	Adult/Child Asthma	C	No	05/24/99	07/08/99	07/08/99						Phase III App
					08/09/99	08/24/99		08/24/99					
					03/15/00	03/15/00							
					08/02/00	09/11/00			09/11/00				
					05/30/01	06/29/01							
					07/11/01	08/10/01				08/10/01			
	Breastfeeding Study	Education	NC	No	05/24/99	07/08/99							Phase III App
					08/09/99	08/24/99		08/24/99					
					09/02/99	09/03/99	09/03/99						
					03/15/00	03/15/00							
					08/02/00	09/11/00			09/11/00				
					12/22/00	01/26/01							
					01/26/01	01/26/01				01/26/01			
	Childhood Immunizations	Child Immunizations	C	Yes	05/24/99	07/08/99	07/08/99						
					08/09/99	08/24/99		08/24/99					

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<b>Blue Cross of California Con't</b>	Childhood Immunizations Con't				03/15/00	03/15/00							Phase III - On Hold Until 3/2002, Pending Review
					08/02/00	09/11/00			09/11/00				
					08/13/01								
	Diabetes Quality Improvement Study	Diabetes	NC	No	08/09/99	08/24/99							
					09/02/99	09/03/99	09/03/99	09/03/99					Phase III App
					03/15/00	03/15/00							
					08/02/00	09/11/00			09/11/00				
					01/15/01	02/15/01							
					02/16/01	03/16/01				03/16/01			
<b>CalOPTIMA</b>	Check Up After Delivery	Perinatal Care	C	No	09/30/99	10/23/99							Phase III App
					12/08/99	12/16/99	12/16/99						
					12/08/99	02/08/00		02/08/00					
					03/29/01	05/01/01							
					07/31/01	08/31/01			08/31/01	08/31/01			
	Influenza Immunization for Patients in Long Term Care Facilities (LTC)	Adult Immunizations	C	No	09/30/99	10/23/99							
					12/08/99	12/16/99							
					12/08/99	02/08/00	02/08/00						
					02/18/00	03/07/00		03/07/00					
					03/29/01	05/01/01							

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CalOPTIMA Con't	Influenza Immunization for Patients in Long Term Care Facilities (LTC) Con't				07/31/01	08/31/01			08/31/01	08/31/01			Revised Phase III - On Hold Until 3/2002, Pending Review
					02/04/02								
	Provider Satisfaction Surveys	Provider Satisfaction	NC	No	09/30/99	10/23/99							Phase IV, Pending Review
					12/08/99	12/16/99	12/16/99						
					12/08/99	02/08/00		02/08/00					
					03/29/01	05/01/01			05/01/01				
					07/31/01	08/31/01				08/31/01			
					03/05/02								
	Seating Clinic Satisfaction	Member Satisfaction	NC	No	09/30/99	10/23/99	10/23/99						Phase IV - On Hold Until 3/2002, Pending Review
					12/08/99	12/16/99							
Central Coast Alliance for Health					12/08/99	02/08/00		02/08/00					
					03/29/01	05/01/01			05/01/01				
					07/31/01	08/31/01				08/31/01			
					02/04/02								
	Breastfeeding Promotion	Education	NC	No	04/29/99	06/29/99							Phase II & III Pending HP Resp
					06/08/99	06/29/99							
					10/01/99	11/02/99							
					06/15/00	07/24/00							
					08/21/00	09/13/00	09/13/00	09/13/00	09/13/00				
					06/21/01	07/23/01							

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<b>Central Coast Alliance for Health Con't</b>	Asthma Education	Education	NC	No	06/08/99	06/29/99							Discontinued 7/10/00
					10/01/99	10/25/99	10/25/99						
	Cervical and Breast Cancer Screening in Santa Cruz County	Breast/Cervical Cancer Screening	C	No	06/08/99	06/29/99							Discontinued 7/10/00
					10/01/99	10/25/99	10/25/99						
	Skilled Nursing Facility Drug/Adverse Events	Miscellaneous	C	No	06/08/99	06/29/99							Discontinued 7/10/00
					10/01/99	10/25/99	10/25/99						
	Breast Cancer Screening	Breast Cancer Screening	C	No	07/10/00	07/28/00							Phase I App
					09/25/00	10/25/00	10/25/00						
	Cervical Cancer Screening	Cervical Cancer Screening	C	No	07/10/00	07/28/00							Phase I App
					09/25/00	10/25/00	10/25/00						
	120-Day Initial Health Assessment	Initial Health Assessment	NC	No	07/10/00	07/28/00							Discontinued 9/21/00
<b>Community Health Group</b>	Increasing Access to Perinatal Services	Perinatal Care	C	No	11/02/00	12/04/00							Phase I Pending HP Resp
					07/17/01	08/16/01	08/16/01						
	Asthma Management	Adult/Child Asthma	C	No	11/15/99	12/14/99	12/14/99						



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<b>Community Health Group Con't</b>	<b>Asthma Management Con't</b>				12/17/99	12/30/99							Phase I App
					02/14/00	03/24/00							
					04/21/00	05/24/00							
					07/25/00	08/16/00							
					09/22/00	10/19/00		10/19/00					
	<b>Diabetes Management</b>	Diabetes	C	No	11/15/99	12/14/99	12/14/99						Phase I App
					12/17/99	12/30/99							
					02/14/00	03/24/00							
					04/21/00	05/24/00							
					07/25/00	08/16/00							
					09/22/00	10/19/00		10/19/00					
	<b>Missed Appointment follow-up</b>	Missed Appointments	NC	No	11/15/99	12/14/99							Phase I App
					12/17/99	12/30/99							
					02/14/00	03/24/00	03/24/00						
					04/21/00	05/24/00							
					07/25/00	08/16/00		08/16/00					
	<b>Referral Tracking</b>	Referrals	NC	No	11/15/99	12/14/99							Phase I App
					12/17/99	12/30/99							
					02/14/00	03/24/00	03/24/00						
					04/21/00	05/24/00							
					07/25/00	08/16/00		08/16/00					
<b>Contra Costa Health Plan</b>	<b>Access to Routine Care</b>	Access to Care	NC	No	06/02/99	06/28/99							Discontinued 2/12/01
					10/01/99	10/29/99	10/29/99	10/29/99					
					08/22/00	09/18/00			09/18/00				
	<b>Adult Asthma Management</b>	Adult Asthma	C	No	06/02/99	06/28/99							

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<b>Contra Costa Health Plan</b> <i>Con't</i>	Adult Asthma Management <i>Con't</i>				10/01/99	10/29/99	10/29/99	10/29/99					Phase II App
					08/22/00	09/18/00							
					02/20/01	03/22/01			03/22/01				
	Call Center Report Card	Member Services	NC	No	06/02/99	06/28/99							Phase I App
					10/01/99	11/02/99	11/02/99						
					03/31/00	04/27/00							
					09/29/00	10/25/00		10/25/00					
	Childhood Immunization Rate Improvement	Child Immunizations	C	Yes	06/02/99	06/28/99							Phase II App
					10/01/99	10/29/99	10/29/99	10/29/99					
					08/22/00	09/18/00			09/18/00				
<b>Health Net</b>	Claims Processing Turn Around Time Improvement	Miscellaneous	NC	No	02/12/01	03/14/01							Initial & Phase I - On Hold Until 3/2002, Pending Review
					11/06/01								
	Access	Access to Care	NC	No	04/30/99	06/28/99							Phase III - On Hold Until 3/2002, Pending Review
					07/19/99	08/25/99							
					11/15/99	03/29/00							
					11/15/99	12/03/99	12/03/99						
					04/12/00	05/09/00							
					06/08/00	07/18/00		07/18/00					
					09/11/00	10/11/00							
					10/27/00	12/01/00							
					02/20/01	04/06/01							
					07/26/01	08/17/01							
					09/21/01								

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<b>Health Net Con't</b>	Asthma	Adult/Child Asthma	C	No	04/30/99	06/28/99							Phase III - On Hold Until 3/2002, Pending Review
					07/19/99	08/18/99							
					11/15/99	03/29/00							
					11/15/99	12/14/99	12/14/99	12/14/99					
					04/12/00	05/09/00							
					06/08/00	06/26/00							
					06/26/00	07/18/00							
					09/11/00	10/11/00							
					10/27/00	12/01/00			12/01/00				
					02/20/01	04/06/01							
					07/26/01	08/17/01							
					09/21/01								
	Childhood Immunizations	Child Immunizations	C	Yes	04/30/99	06/28/99							Phase III App
					07/19/99	08/25/99							
					11/15/99	12/03/99	12/03/99						
					11/15/99	03/29/00		03/29/00					
					04/12/00	05/09/00							
					06/08/00	07/18/00							
					09/11/00	10/13/00			10/13/00				
					02/20/01	04/06/01							
					07/26/01	08/17/01				08/17/01			
	Member Satisfaction	Member Satisfaction	NC	No	04/30/99	06/28/99							
					07/19/99	08/25/99							
					11/15/99	03/29/00							
					11/15/99	12/03/99	12/03/99						
					04/12/00	05/09/00							
					05/16/00	06/26/00							
					06/08/00	06/26/00							

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<b>Health Net Con't</b>	<b>Member Satisfaction Con't</b>				06/26/00	06/26/00							Phase III App
					07/13/00	07/18/00		07/18/00					
					07/18/00	07/28/00							
					09/11/00	10/11/00			10/11/00				
					02/20/01	04/06/01							
					07/26/01	08/17/01				08/17/01			
<b>Health Plan of San Joaquin</b>	<b>Cervical Cancer Screening</b>	<b>Cervical Cancer Screening</b>	<b>C</b>	<b>No</b>	08/03/99	09/01/99							Phase II Pending HP Resp
					11/03/99	12/03/99							
					11/03/99	03/21/00							
					03/31/00	04/27/00	04/27/00	04/27/00					
					04/27/01	05/22/01							
	<b>Diabetic Care</b>	<b>Diabetes</b>	<b>C</b>	<b>No</b>	08/06/01	08/31/01							Phase II Pending HP Resp
					08/03/99	09/01/99							
					11/03/99	12/03/99	12/03/99						
					11/03/99	03/21/00							
					03/31/00	04/27/00		04/27/00					
	<b>Access to Health Care</b>	<b>Access to Care</b>	<b>NC</b>	<b>No</b>	04/27/01	05/22/01							Phase II Pending HP Resp
					07/30/01	08/31/01							
					09/28/99	10/25/99							
					11/03/99	12/03/99	12/03/99						
					11/03/99	03/21/00							
					03/31/00	04/27/00							Phase II Pending HP Resp
					06/06/00	06/26/00		06/26/00					
					06/26/00	07/12/00							
					04/27/01	05/22/01							
					08/06/01	08/31/01							

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<b>Health Plan of San Joaquin Con't</b>	Referral to Specialty Care and Tracking for Follow-up	Referrals	NC	No	09/28/99	10/25/99							Progress Report, Pending HP Resp
					11/03/99	12/03/99	12/03/99						
					11/03/99	03/21/00							
					03/31/00	04/27/00							
					06/06/00	06/26/00		06/26/00					
					06/26/00	07/12/00							
					08/20/01	08/31/01							
<b>Health Plan of San Mateo</b>	Breast Cancer Screening	Breast Cancer Screening	C	No	10/04/99	10/25/99							Phase II - On Hold Until 3/2002, Pending Review
					11/30/99	01/04/00							
					03/20/00	04/04/00							
					04/04/00	04/04/00	04/04/00	04/04/00					
					07/17/01	08/15/01							
					08/27/01								
	Cervical Cancer Screening	Cervical Cancer Screening	C	No	10/04/99	10/25/99							Phase II - On Hold Until 3/2002, Pending Review
					11/30/99	01/04/00							
					03/20/00	04/04/00							
					04/04/00	04/04/00	04/04/00	04/04/00					
					07/17/01	08/15/01							
					08/27/01								
	Comparison of Authorized Services to Paid Claims	Miscellaneous	NC	No	10/04/99	11/02/99							
					11/24/99	11/30/99	11/30/99						
					11/30/99	01/04/00							

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Health Plan of San Mateo Con't)	Comparison of Authorized Services to Paid Claims Con't				03/20/00	03/20/00							Discontinued 7/17/00
					05/10/00	05/19/00							
	Member Selection of Primary Care Physicians	Member Services	NC	No	10/04/99	10/25/99	10/25/99						Discontinued 7/17/00
					11/30/99	01/04/00							
					03/20/00	03/20/00							
					05/08/00	05/19/00							
	Improving Pediatric-Related Encounter Data	Encounter Data	NC	No	07/17/00	08/15/00	08/15/00						Phase I App
					12/13/00	02/12/01							
					02/01/01	02/12/01							
					02/12/01	02/12/01		02/12/01					
Inland Empire Health Plan	Initial Health Assessment Project	Initial Health Assessment	NC	No	07/17/00	08/15/00	08/15/00						Phase I App
					12/13/00	02/12/01							
					02/01/00	02/12/01		02/12/01					
	Asthma Management (chronic)	Adult/Child Asthma	C	Yes	05/20/99	07/08/99	07/08/99						Phase IV - On Hold Until 3/2002, Pending Review
					09/13/99	09/30/99		09/30/99					
					11/01/99	11/01/99							
					06/02/00	06/15/00							
					09/05/00	10/10/00			10/10/00				
					11/13/00	12/18/00				12/18/00			
					11/02/01								

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Inland Empire Health Plan Con't	Childhood Immunization (preventative)	Child Immunizations	C	Yes	05/20/99	07/08/99							Phase IV - On Hold Until 3/2002, Pending Review
					09/13/99	09/30/99	09/30/99	09/30/99	10/06/00	12/18/00			
					09/05/00	10/06/00			10/06/00				
					11/13/00	12/18/00				12/18/00			
					11/02/01								
	Contraceptive Utilization and Chlamydia Screening Among Adolescents (utilization)	Chlamydia	C	No	05/20/99	07/08/99							Phase IV - On Hold Until 3/2002, Pending Review
					09/13/99	09/30/99	09/30/99	09/30/99					
					11/01/99	11/01/99							
					10/12/00	11/09/00			11/09/00				
					11/13/00	12/18/00				12/18/00			
					11/02/01								
	Cultural and Linguistic Sensitivity within the Physician-Patient Relationship (C & L)	Cultural & Linguistic	NC	No	05/20/99	07/08/99	09/30/99	09/30/99	09/30/99				Discontinued 11/2/01
					09/13/99	09/30/99	09/30/99	09/30/99					
					10/01/99	10/01/99							
					11/13/00	11/13/00							

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Inland Empire Health Plan Con't	Improving Authorization Time for Pharmacy Exception Requests (PERs)	Miscellaneous	NC	No	11/02/01								Initial & Phase I - On Hold Until 3/2002, Pending Review
	Improvement of 120 Day Assessment of Compliance	Initial Health Assessment	NC	No	05/19/99	06/16/99							Phase I - On Hold Until 3/2002, Pending Review
Kaiser Foundation Health Plan, Inc. (Sacramento)					10/05/99	11/15/99							
					01/13/00	02/07/00	02/07/00						
					03/28/00	04/25/00							
					06/02/00	06/30/00							
					06/22/01	08/02/01							
					09/05/01								
					Diabetes Management	Diabetes	C	No	05/19/99	06/16/99			
Emergency Department 48 Hour Returns	Miscellaneous	C	No	05/19/99	06/16/99							Discontinued 10/7/99	
Timeliness of Response to Member Complaints and Appeals	Appeals/ Grievances	NC	No	05/19/99	06/16/99								
					10/05/99	11/15/99							
					01/13/00	02/07/00							
					03/28/00	04/25/00							



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<b>Kaiser Foundation Health Plan, Inc. (Sacramento) Con't</b>	Timeliness of Response to Member Complaints and Appeals Con't				06/02/00	06/30/00							Discontinued 6/30/00
	Asthma Management	Adult/Child Asthma	C	No	10/05/99	11/15/99	11/15/99						Phase I - On Hold Until 3/2002, Pending Review
					01/13/00	02/07/00							
					03/28/00	04/25/00							
					06/02/00	06/30/00							
					06/22/01	08/02/01							
					09/05/01								
	Depression Pharmacy Management	Mental Health	C	No	10/05/99	11/15/99	11/15/99						Phase I - On Hold Until 3/2002, Pending Review
					01/13/00	02/07/00							
					03/28/00	04/25/00							
<b>Kaiser Foundation Health Plan, Inc. (San Diego)</b>	Improving ED Wait Times	Miscellaneous	NC	No	09/01/00	09/20/00	09/20/00						Discontinued 6/22/01
	CHDP Documentation	CHDP Screening	NC	No	08/10/01								Initial & Phase I - On Hold Until 3/2002, Pending Review
	Improvement in Mammography Screening Rates	Breast Cancer Screening	C	No	03/14/00	04/13/00							Discontinued 6/12/00

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<b>Kaiser Foundation Health Plan, Inc. (San Diego) Con't</b>	Improvement of 120-Day GMC Health Assessment Compliance	Initial Health Assessment	NC	No	03/14/00	04/13/00							Phase I App
					06/12/00	07/07/00							
					07/31/00	08/11/00	08/11/00						
					09/01/00	10/10/00		10/10/00					
	Member Satisfaction with Access to Routine Appointments	Member Satisfaction	NC	No	03/14/00	04/13/00							Discontinued 6/12/00
	Unintended Pregnancy in Teen Age Members	Miscellaneous	C	No	03/14/00	04/13/00							
					06/12/00	07/07/00	07/07/00						Phase I App
					07/12/00	08/11/00							
					07/16/00	08/11/00							
					07/28/00	08/11/00							
					08/02/00	08/11/00							
					09/01/00	10/10/00		10/10/00					
	Continuity of Care - Outpatient Referrals to CCS (Name Changed)	Referrals	NC	No	06/12/00	07/07/00							
					07/31/00	08/11/00							
					09/01/00	10/10/00							

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<b>Kaiser Foundation Health Plan, Inc. (San Diego) Con't</b>	Continuity of Care - Outpatient Referrals to CCS (Name Changed) Con't				11/10/00	12/11/00	12/11/00						Phase I App
					01/17/01	02/20/01							
					04/13/01	05/21/01							
					07/10/01	08/08/01		08/08/01					
	Improvement of Dental Screenings on CHDP Exam	CHDP Screening	C	No	06/12/00	07/07/00							Phase I App
					07/28/00	08/11/00							
					07/31/00	08/11/00	08/11/00						
<b>Kern Family Health Care</b>	Adolescent WCV	Adolescent WCV	C	Yes	05/05/99	06/16/99							Phase II & Phase III - On Hold Until 3/2002, Pending Review
					07/19/99	08/25/99							
					08/27/99	08/27/99							
					03/22/00	04/14/00							
					07/13/00	07/27/00	07/27/00	07/27/00					
					10/02/00	11/09/00							
					11/30/00	12/22/00							
					12/11/00	12/22/00							
					11/09/01								
					01/30/02								
	Claims Processing Turn Around Time	Miscellaneous	NC	No	05/05/99	06/16/99							Discontinued 8/18/99

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<b>Kern Family Health Care</b> <i>Con't</i>	Asthma	Adult/Child Asthma	C	No	05/05/99	06/16/99							Phase IV App
					08/27/99	08/27/99							
					11/23/99	12/03/99	12/03/99						
					03/22/00	04/14/00							
					07/07/00	07/27/00		07/27/00					
					10/30/00	12/01/00			12/01/00				
					02/27/01	04/13/01							
					08/09/01	08/16/01				08/16/01	08/16/01		
	Improving Volume of Report from Specialists to PCPs	Miscellaneous	NC	No	05/05/99	06/16/99							Phase III - On Hold Until 3/2002, Pending Review
					05/05/99	08/18/99							
					08/27/99	10/25/99	10/25/99						
					11/23/99	12/03/99							
					11/23/99	03/21/00							
					03/22/00	04/14/00							
					05/30/00	06/02/00		06/02/00					
					06/15/00	07/12/00							
					09/26/00	10/26/00							
					11/29/00	12/22/00							
					12/11/00	12/22/00			12/22/00				
					02/27/01	04/13/01							
					07/23/01	08/16/01							
					08/09/01	08/16/01							
					08/27/01								
	Physician/Non-Physician Supervisory Relationship	Miscellaneous	NC	No	10/15/99	11/02/99							
					11/23/99	12/03/99							

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Kern Family Health Care Con't	Physician/Non-Physician Supervisory Relationship Con't				03/22/00	04/14/00							Discontinued 2/27/01
					07/13/00	07/27/00	07/27/00						
					08/02/00	08/11/00		08/11/00					
					09/26/00	10/26/00							
					11/22/00	12/22/00							
					11/30/00	12/22/00			12/22/00				
					01/18/01	02/27/01							
					01/19/01	02/27/01							
					05/09/01	05/31/01							
					07/19/01	08/16/01							
L.A. Care Health Plan	Appeals Processing Timeliness Improvement Project	Appeals/ Grievances	NC	No	06/03/99	07/14/99	07/14/99						Phase II App
					09/30/99	11/02/99							
					12/13/99	01/10/00		01/10/00					
					03/20/00	04/25/00							
					03/02/01	04/14/01			04/14/01				
					06/03/99	07/14/99							
					09/30/99	11/02/99							
					11/30/99	12/03/99	12/03/99						
					03/23/00	04/25/00							
L.A. Care Health Plan	Encounter Data Quality Improvement Project (EDIP)	Encounter Data	NC	No	06/03/99	07/14/99							
					09/30/99	11/02/99							
					11/30/99	12/03/99	12/03/99						
					03/23/00	04/25/00							

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L.A. Care Health Plan Con't	Encounter Data Quality Improvement Project (EDIP) Con't				03/30/00	04/25/00		04/25/00					Revised Phase II & III App
					08/10/00	09/20/00							
					12/11/00	01/19/01							
					03/19/01	04/27/01			04/27/01	04/27/01			
					07/23/01	08/17/01			08/17/01	08/17/01			
	Gestational Diabetes Internal Quality Improvement Project	Diabetes	C	No	06/03/99	07/14/99							Phase II App
					09/29/99	11/02/99	11/02/99						
					12/13/99	01/10/00							
					02/22/00	03/07/00		03/07/00					
					03/20/00	03/20/00							
	Improving Pharmacological Management of Asthma for Members 6 to 18 Years of Age	Child Asthma	C	No	06/03/99	07/14/99							Phase II - On Hold Until 3/2002, Pending Review
					09/30/99	11/02/99	11/02/99						
					12/13/99	01/10/00							
					02/22/00	03/07/00		03/07/00					
					03/20/00	03/20/00							
					06/14/01	07/17/01							
					09/20/01								
Maxicare	Adolescent Immunizations	Adolescent Immunizations	C	Yes	10/01/99	10/25/99							

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<b>Maxicare Con't</b>	Adolescent Immunizations Con't				12/02/99	12/14/99							Phase II App
					02/10/00	03/20/00							
					04/07/00	05/08/00							
					06/16/00	07/25/00							
					06/23/00	07/25/00	07/25/00						
					08/18/00	09/14/00		09/14/00					
					09/22/00	10/19/00							
					11/09/00	12/05/00			12/05/00				
	Pediatric Asthma	Child Asthma	C	No	10/01/99	10/25/99							
					12/02/99	12/14/99							
					02/10/00	03/20/00							
					04/07/00	05/08/00							Phase I App
					06/16/00	07/25/00							
					06/23/00	07/25/00	07/25/00						
					08/18/00	09/14/00		9/14/00					
	Initial Health Assessment	Initial Health Assessment	NC	No	10/01/99	10/25/99							
					12/02/99	12/14/99							
					02/10/00	03/20/00	03/20/00						
					06/23/00	07/25/00							
					09/14/00	10/13/00		10/13/00					
	Access to Pediatric Primary Care	Access to Care	NC	No	10/01/99	10/25/99							
					12/02/99	12/14/99	12/14/99						
					02/10/00	03/20/00							Phase I App
					06/23/00	07/25/00							
					09/14/00	10/13/00		10/13/00					
					10/14/00	10/13/00		10/13/00					

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Molina Healthcare	Breathe with Ease (A Comprehensive Multi-Disciplinary Health Management System for Children with Asthma	Child Asthma	C	No	04/20/99	05/28/99							Phase II, III & IV Reports - On Hold Until 3/2002, Pending Review	
	Health Education - Telephonic Tobacco Cessation Program	Education	NC	No	04/20/99	05/28/99	05/28/99	05/28/99						Discontinued 5/25/00



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<b>Molina Healthcare</b> <b>Con't</b>	Pediatric Preventive Services - Childhood Immunization Status of 2 Year Olds	Child Immunizations	C	Yes	04/20/99	05/28/99							Phase IV - On Hold Until 3/2002, Pending Review
					11/15/99	04/05/00							
					11/15/99	12/06/99	12/06/99						
					04/17/00	05/10/00		05/10/00					
					10/16/00	11/22/00							
					12/05/00	01/08/01			01/08/01	01/08/01			
					01/18/01	02/21/01							
					02/21/01	03/27/01							
					06/04/01	07/06/01							
					09/13/01								
	Consumer Assessment of Health Plan Study	Member Satisfaction	NC	No	04/20/99	05/28/99							Discontinued 12/29/99
	Member Satisfaction Study	Member Satisfaction	NC	No	11/15/99	12/06/99							Phase III App
					01/03/00	02/14/00	02/14/00						
					03/22/00	04/05/00		04/05/00					
					12/05/00	01/15/01							
					12/15/00	01/15/01							
					01/18/01	02/21/01							
					02/21/01	03/27/01							
					06/04/01	07/06/01			07/06/01	07/06/01			
	Interventions- What to do When Your Child Gets Sick	Miscellaneous	NC	No	06/14/00	07/10/00							

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<b>Molina Healthcare Con't</b>	Interventions- What to do When Your Child Gets Sick Con't				08/15/00	09/11/00	09/11/00						Phase II & III On Hold Until 3/2002, Pending Review
					09/29/00	11/04/00		11/04/00					
					11/09/00	12/05/00							
					02/06/01	02/16/01							
					05/22/01	06/15/01							
					08/13/01								
<b>Partnership Healthplan of California</b>	120-Day Assessment	Initial Health Assessment	NC	No	09/28/99	10/25/99	10/25/99						Phase II & III On Hold Until 3/2002, Pending Review
					03/29/00	04/26/00							
					06/16/00	07/26/00		07/26/00					
	Asthma Management	Adult/Child Asthma	C	Yes	08/07/01								Phase II, III & IV - On Hold Until 3/2002, Pending Review
					09/28/99	10/25/99	10/25/99						
					03/29/00	04/26/00		04/26/00					
	Breast Cancer Screening for Women	Breast Cancer Screening	C	No	07/28/00	08/07/00							Phase II, III & IV - On Hold Until 3/2002, Pending Review
					08/07/01								
					09/28/99	10/25/99	10/25/99						
	Improvement of TAR Processing Timeframes	Access to Care	NC	No	03/29/00	04/26/00		04/26/00					
					07/28/00	08/07/00							
					08/07/01								
					09/28/99	10/25/99	10/25/99						

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<b>Partnership Healthplan of California Con't</b>	Improvement of TAR Processing Timeframes Con't				03/29/00	04/26/00							Phase II, III & IV - On Hold Until 3/2002, Pending Review
					06/26/00	07/26/00		07/26/00					
					07/28/00	08/07/00							
					08/07/01								
<b>San Francisco Health Plan</b>	Better Breathing	Adult/Child Asthma	C	Yes	08/10/99	09/10/99							Phase II & III On Hold Until 3/2002, Pending Review
					10/12/99	11/02/99	11/02/99						
					03/28/00	04/26/00							
					06/15/00	07/13/00		07/13/00					
					07/20/01	08/17/01							
					11/21/01								
	Improving Member Service Telephone Performance	Member Services	NC	No	08/10/99	09/10/99	09/10/99						Phase II & III On Hold Until 3/2002, Pending Review
					10/12/99	11/02/99							
					12/08/99	03/14/00							
					04/06/00	04/26/00							
					06/15/00	07/13/00		07/13/00					
					07/20/01	08/17/01							
	Two Year Old Immunization Improvement Project	Child Immunizations	C	Yes	08/10/99	09/10/99							
					10/12/99	11/02/99	11/02/99						

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<b>San Francisco Health Plan Con't</b>	Two Year Old Immunization Improvement Project Con't				03/24/00	04/26/00							Phase III On Hold Until 3/2002, Pending Review
					06/15/00	07/13/00							
					11/03/00	12/04/00		12/04/00					
					07/20/01	08/17/01			08/17/01				
					11/21/01								
<b>Santa Barbara Regional Health Authority</b>	Improving Encounter Data	Encounter Data	NC	No	10/12/99	11/02/99							Phase II & III On Hold Until 3/2002, Pending Review
					12/08/99	12/16/99	12/16/99						
					03/28/00	04/26/00	04/26/00						
					07/20/01	08/17/01							
					11/21/01								
	Comprehensive Perinatal Health Management (CPHM) Program	Perinatal Care	C	Yes	09/27/99	10/25/99	10/25/99						Repeat Phase IV - On Hold Until 3/2002, Pending Review
					11/17/99	02/17/00							
					03/17/00	03/28/00		03/28/00					
					10/23/00	11/30/00			11/30/00	11/30/00	11/30/00		
					02/22/01	02/23/01							
					08/13/01								
	Diabetes SMART Program	Diabetes	C	Yes	09/27/99	10/25/99	10/25/99						
					11/17/99	02/17/00							
					03/17/00	03/28/00		03/28/00					

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<b>Santa Barbara Regional Health Authority Con't</b>	Diabetes SMART Program Con't				10/23/00	11/30/00			11/30/00	11/30/00			Phase IV - On Hold Until 3/2002, Pending Review
					02/22/01	02/23/01							
					08/13/01								
	Access Improvement	Access to Care	NC	No	09/29/99	11/02/99							
					11/24/99	12/03/99	12/03/99						
					11/24/99	02/17/00							
					03/21/00	03/28/00		03/28/00					
					03/21/01	04/30/01							
					05/21/01	06/15/01			06/15/01				
					07/12/01	08/10/01				08/10/01			
<b>Santa Clara Family Health Plan</b>	Initial Visit Timeliness Project	Initial Health Assessment	NC	No	09/30/99	10/25/99							Phase II & III On Hold Until 3/2002, Pending Review
					11/17/99	02/17/00	02/17/00						
					03/22/00	03/28/00		03/28/00					
					10/31/00	11/30/00							
					04/03/01	05/05/01							
					09/17/01								
	120 Day Health Assessment	Initial Health Assessment	NC	No	06/01/99	07/09/99							Phase I App
					10/05/99	10/25/99	10/25/99						
					03/31/00	04/28/00		04/28/00					
	Adolescent Immunizations	Adolescent Immunizations	C	No	06/01/99	07/09/99							Phase I App
					10/05/99	10/25/99	10/25/99						
					03/31/00	04/28/00		04/28/00					

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<b>Santa Clara Family Health Plan Con't</b>	Adolescent Well-Care Visits	Adolescent WCV	NC	Yes	06/01/99	07/09/99							Phase I App
					10/05/99	10/25/99	10/25/99						
					03/31/00	04/28/00		04/28/00					
	Care for People with Asthma	Adult/Child Asthma	C	Yes	06/01/99	07/09/99							Phase I App
					10/05/99	10/25/99	10/25/99						
					03/31/00	04/28/00		04/28/00					
<b>Sharp Health Plan</b>	Assessment of Medical Record Documentation	Miscellaneous	NC	No	09/13/99	10/21/99							Discontinued 7/25/01
					12/13/99	12/28/99							
					01/10/00	02/14/99							
					03/22/00	03/24/00							
					03/22/00	04/14/00							
					06/05/00	06/16/00	06/16/00	06/16/00					
	Childhood Immunization Status	Child Immunizations	C	Yes	09/13/99	10/21/99							Phase II & III On Hold Until 3/2002, Pending Review
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00		03/24/00					
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
	Comprehensive Diabetes Care	Diabetes	C	No	09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
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					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
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					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
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					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
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					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								
					09/13/99	10/21/99							
					12/13/99	12/28/99	12/28/99						
					01/10/00	02/14/00							
					03/22/00	03/24/00							
					07/11/00	08/02/00							
					07/25/01	08/17/01							
					07/25/01	08/30/01							
					10/30/01								

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Health Plan Name	IQIP Topic	Topic Type	C or NC	Accountability Set Measure	Submission Dates	Review Dates	Initial Report Approved	Phase One Report Approved	Phase Two Report Approved	Phase Three Report Approved	Phase Four Report Approved	Final Report Approved	IQIP Status
Sharp Health Plan Con't	Comprehensive Diabetes Care Con't				07/11/00	08/02/00							Revised Initial & Phase I - On Hold Until 3/2002, Pending Review
					07/25/01	08/30/01							
					07/25/01	08/17/01							
					10/30/01								
	Provision of 120-Day Health Assessment	Initial Health Assessment	NC	No	09/13/99	10/21/99							Revised Phase I - On Hold Until 3/2002, Pending Review
					12/13/99	02/14/00							
					12/13/99	02/17/00							
					12/13/99	12/28/99	12/28/99						
					03/22/00	03/24/00							
					03/22/00	04/14/00							
UCSD Health Plan	Denial Letter Improvement Process	Miscellaneous	NC	No	07/25/01	08/17/01							Initial & Phase I - On Hold Until 3/2002, Pending Review
					10/30/01								
	Availability of Primary Care Providers	Access to Care	NC	No	10/28/99	12/14/99							Phase I App
					12/02/99	12/14/99							
					03/31/00	05/05/00							
					09/05/00	09/20/00	09/20/00	09/20/00					
	Check-Ups after Delivery	Perinatal Care	C	No	10/28/99	12/14/99							
					12/02/99	12/14/99							
					03/31/00	05/05/00							

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UCSD Health Plan Con't	Check-Ups after Delivery Con't				09/06/00	10/10/00	10/10/00	10/10/00					Progress Rept & Phase II - On Hold Until 3/2002, Pending Review
					09/06/01								
					10/01/01								
	Post Emergency Department Study	Miscellaneous	NC	No	10/28/99	12/14/99							Progress Rept & Revised Timeline - On Hold Until 3/2002, Pending Review
					12/02/99	12/14/99							
					03/31/00	05/05/00							
					09/06/00	10/10/00	10/10/00	10/10/00					
					09/06/01								
	Prenatal Care Visits	Perinatal Care	C	No	10/28/99	12/14/99							Discontinued 5/4/00
					12/02/99	12/14/99							
					03/31/00	05/04/00							
	Cesarean Section Study	Perinatal Care	C	Yes	05/04/00	05/05/00							Progress Rept & Revised Timeline - On Hold Until 3/2002, Pending Review
					09/05/00	09/20/00	09/20/00						
					10/05/00	10/10/00		10/10/00					
					10/04/01								
Universal Care	Asthma Study	Adult/Child Asthma	C	No	12/13/99	01/13/00							
					01/19/00	02/07/00							
					03/06/00	04/05/00							
					06/01/00	06/15/00							
					07/12/00	08/07/00	08/07/00						
					08/16/00	09/12/00							
					09/18/00	10/17/00		10/17/00					



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<b>Universal Care Con't</b>	Asthma Study Con't				05/31/01	07/05/01							Phase II & III, Pending HP Resp
	Diabetic Study	Diabetes	C	No	12/13/99	01/13/00							
					01/19/00	02/07/00							
					02/27/00	04/05/00							
					05/15/00	06/15/00	06/15/00						
					07/12/00	08/07/00		08/07/00					
					08/16/00	09/12/00							
					05/31/01	07/05/01							
					09/19/01								
	PCP Transfer Activity	Miscellaneous	NC	No	12/13/99	01/13/00							Discontinued 1/19/00
	Pharmacy ID Code Rejection Study	Miscellaneous	NC	No	12/13/99	01/13/00							Discontinued 4/10/00
					01/19/00	02/07/00							
	Member Services Call Time to Answer (TTA) & Abandonment Rate Analysis	Member Services	NC	No	01/19/00	02/07/00							Discontinued 4/10/00
	Undeliverable Medi-Cal Member Mailings	Miscellaneous	NC	No	04/10/00	05/09/00							Discontinued 6/26/01
	Increased Compliance With 120-Day Initial Health Assessment	Initial Health Assessment	NC	No	04/10/00	05/09/00							Initial & Phase I Pending HP Resp
					06/26/01	08/01/01							

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Universal Care Cont'	Member Satisfaction With the UM Process	Member Satisfaction	NC	No	07/06/01	08/01/01							Initial & Phase I Pending HP Resp	
Western Health Advantage	Appropriateness of Specialty Referral and Improving Access to Care	Referrals	NC	No	09/29/99	10/29/99							Phase I App	
					12/03/99	03/10/00	03/10/00							
					12/03/99	12/16/99								
					10/31/00	12/01/00		12/01/00						
	Improved Patient Compliance/ Attendance with Scheduled Appointments	Missed Appointments	NC	No	09/29/99	10/29/99								Discontinued 10/31/00
				12/03/99	03/10/00									
				12/03/99	12/16/99	12/16/99								
	Improving the Quality of Asthma Care and Reduction of Inappropriate Use of Services Through Patient Self-Management	Adult/Child Asthma	C	Yes	09/29/99	10/29/99							Phase I App	
					12/03/99	03/10/00								
					12/03/99	12/16/99	12/16/99							
					06/09/00	06/13/00		06/13/00						
					06/14/00	07/11/00								

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Health Plan Name	IQIP Topic	Topic Type	C or NC	Accountability Set Measure	Submission Dates	Review Dates	Initial Report Approved	Phase One Report Approved	Phase Two Report Approved	Phase Three Report Approved	Phase Four Report Approved	Final Report Approved	IQIP Status
<b>Western Health Advantage Con't</b>	Pediatric Immunizations	Child Immunizations	C	Yes	09/29/99	10/29/99	12/16/99	07/11/00					Phase I App
					12/03/99	03/10/00	12/16/99	07/11/00					
					12/03/99	12/16/99	12/16/99	07/11/00					
					06/09/00	06/13/00	12/16/99	07/11/00					
					06/14/00	07/11/00	12/16/99	07/11/00					
					06/15/00	07/11/00	12/16/99	07/11/00					
	Improving Timeliness of Initial Health Assessmnts	Initial Health Assessment	NC	No	10/31/00	12/01/00	12/01/00						Phase I Pending HP Resp